



# Yi-Shan Tabitha Tsai

## UX + Interaction Designer

 tabithatsai.com

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 650.889.6313

### EDUCATION

#### Indiana University (Indianapolis)

Aug 2017 - May 2019

Master of Human Computer Interaction

#### National Taiwan University

Sep 2007 - Jun 2009

Master of Information Management

### SKILL

User Research

Storyboarding

Information Architecting

Wireframing

Prototyping

Interaction Design

Brand Design

### TOOL

Sketch

Principle

Photoshop

InVision

### CODE

HTML

CSS

JavaScript

.NET

Python

### EXPERIENCE

#### Customer Experience Intern | Equinix

Sunnyvale, CA | Jun 2018 - Present

Work cross-functionally to create and enhance the UI and UX of various sales-related projects, such as data center management and business partner management.

#### Research Assistant | Indiana University (Indianapolis)

Indianapolis, IN | Jan 2018 - May 2018

Designed text and voice interactions for healthcare applications in order to help older adults seek health information.

#### Software Engineer | Chunghwa Telecom Global

San Jose, CA | Jul 2013 - Jun 2017

Led the development of an internal web-based system with the .NET Framework, and made the business process, from customer to billing management, systematic, automatic, paperless, consistent, and efficient.

#### Associate Researcher | Chunghwa Telecom

Taipei, Taiwan | Apr 2010 - Jun 2013

Designed and developed a self-service website for residential and enterprise customers with Responsive Web Design in order to provide 175 online self-services (e.g. upgrade their internet speed). This self-service system reduced the load to other channels (service counters, telephone, etc.), and allowed us to handle 37% more support cases annually.